



Param Qualifications

Centre Support Policy

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Introduction

We support our centres with training, resources, and guidance to help them deliver and manage qualifications effectively. This policy sets out the responsibilities, guidance, and support mechanisms available to centres to maintain standards and compliance with regulatory requirements.

Purpose

The purpose of this policy is to:

- Ensure centres understand their responsibilities in delivering Param Qualifications qualifications.
- Provide guidance and support to centres to meet quality assurance and compliance standards.
- Promote continuous improvement in centre management and learner experience.

Scope

This policy applies to all approved centres delivering Param Qualifications qualifications, including:

- Training providers
- Assessment centres
- Employers delivering workplace qualifications

Centre Responsibilities

Centres are required to:

- Comply with Param Qualifications's qualification specifications, policies, and the requirements of the relevant regulators or awarding authorities.
- Centres should keep accurate learner and assessment records, ensure staff are properly trained, and fully cooperate with quality assurance
- Report any issues affecting assessment integrity, learner welfare, or compliance immediately to Param Qualifications.

Support Provided by Param Qualifications

Param Qualifications provides the following support to its approved centres:

Induction and Training

- Guidance on centre roles, responsibilities, and policies.
- Training for centre staff on assessment, internal quality assurance, and regulatory compliance.

Documentation and Guidance

- Access to qualification specifications, learner materials, and assessment guidance.
- Templates and resources for record-keeping, internal quality assurance, and reporting.

Ongoing Support

- Advice via email, phone, or scheduled meetings regarding qualification delivery and assessment.
- Guidance on interpreting and implementing Param Qualifications policies and procedures.
- Updates on changes in regulations, qualification requirements, and best practices.

Monitoring and Quality Assurance

Param Qualifications will undertake regular quality assurance reviews, which may include onsite or remote monitoring. Following these activities, centres will be provided with detailed feedback and, where required, action plans to support continuous improvement. This process aligns with Ofqual's risk-based approach to centre monitoring. Outcomes will be recorded, and material risks reported to Ofqual under Condition B3.

Centres linked to our partner organisations will be treated exactly the same as all other centres, with no special exemptions.

Communication

Param Qualifications ensures effective communication with centres by:

- Providing timely information on policy updates, regulatory changes, and best practices.
- Responding to centre queries promptly and effectively.
- Offering clear guidance on reporting issues, concerns, or suspected malpractice.

Complaints and Appeals

Centres have the right to raise concerns, complaints, or appeals regarding:

- Support provided by Param Qualifications
- Decisions relating to monitoring, quality assurance, or regulatory compliance

All complaints and appeals are managed in accordance with Param Qualifications's **Complaints and Appeals Policy**, ensuring fair and transparent resolution.

Review and Monitoring of Policy

- This policy will be reviewed at least annually, or sooner if required due to regulatory changes or operational needs.
- Centres may provide feedback on support processes, which will be considered to improve the policy and service delivery.

Contact Details

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